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EXAMINER	
SALL, EL HADJI MALICK	
ART UNIT	**PAPER NUMBER**
2157	

DATE MAILED: 06/22/2005

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	09/977,497	LOW ET AL.	
	Examiner	Art Unit	
	El Hadji M. Sall	2157	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

1)☒ Responsive to communication(s) filed on *13 April 2005*.

2a)☒ This action is **FINAL**. 2b)☐ This action is non-final.

3)☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

4)☒ Claim(s) *1-21* is/are pending in the application.

4a) Of the above claim(s) _____ is/are withdrawn from consideration.

5)☐ Claim(s) _____ is/are allowed.

6)☒ Claim(s) *1-21* is/are rejected.

7)☐ Claim(s) _____ is/are objected to.

8)☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

9)☐ The specification is objected to by the Examiner.

10)☐ The drawing(s) filed on _____ is/are: a)☐ accepted or b)☐ objected to by the Examiner.

Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).

Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).

11)☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

12)☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).

a)☐ All b)☐ Some * c)☐ None of:

1.☐ Certified copies of the priority documents have been received.

2.☐ Certified copies of the priority documents have been received in Application No. _____.

3.☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

1) ☒ Notice of References Cited (PTO-892)
2) ☐ Notice of Draftsperson's Patent Drawing Review (PTO-948)
3) ☒ Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08) Paper No(s)/Mail Date _____.
4) ☐ Interview Summary (PTO-413) Paper No(s)/Mail Date. _____ .
5) ☐ Notice of Informal Patent Application (PTO-152)
6) ☐ Other: _____.

1. **DETAILED ACTION**

This action is responsive to the correspondence filed on April 13, 2005. Claims 1, 6, 7, 11, 12, 13, 17 and 21 are amended. Claims 1-21 are pending. Claims 1-21 represent inviting assistant entity into a network communication session.

2. Claim Rejections - 35 USC § 103

The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

> (a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negatived by the manner in which the invention was made.

3. Claims 1, 3, 6, 9, 10, 17, 18, 19 and 21 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bentley et al. U.S. 5,914,951 in view of Khouri et al. U.S. 6,678,718.

Bentley teaches the invention substantially as claimed including method and system for establishing voice communications in an Internet environment.

As to claim 1, Bentley teaches a method of inviting an assistant entity into an existing communication session established by a service system with an associated

transport mechanism for the exchange of data across a network between endpoint entities joined to the session comprising the steps of:

(b) joining the selected assistant entity to the existing sessions (column 2, lines 14-18, Bentley discloses the system enable a monitor to control the initiation of a communication between the selected customer service representative and the customer (i.e. by initiating the customer service representative and the customer, "the assistant entity is joining the existing session")).

(a) selecting, by the service system, and appropriate assistant entity from a group of assistant entities taking account of context data concerning an existing session responsive to receipt of a request from a first endpoint entity already joined to the session and constituted by a party having an endpoint system connected to the network to the service system requesting the presence of an assistant entity in the session (column 2, lines 10-15, Bentley discloses the system of the present invention automatically selects, in response to a customer's request for communication, a customer service center and a customer service representative based on the customer's needs and efficiency considerations).

Bentley fails to teach explicitly the request directly or indirectly indicating the identity of the existing session.

However, Khouri teaches method and apparatus for establishing connections. Khouri teaches the request directly or indirectly indicating the identity of the existing session (column 2, lines 2-7, Khouri discloses the request includes an identifier associated with a web page being viewed by the user, and the identifier is transmitted to the selected agent (i.e. "indicating the identity of the existing session").

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Khouri to provide selecting, by the service system, and appropriate assistant entity from a group of assistant entities taking account of context data concerning an existing session responsive to receipt of a request from a first endpoint entity already joined to the session and constituted by a party having an endpoint system connected to the network to the service system requesting the presence of an assistant entity in the session, the request directly or

indirectly indicating the identity of the existing session. One would be motivated to do so to allow authentication.

As to claim 2, Bentley teaches a method according to claim 1, wherein the assistant entity is a customer service representative and associated endpoint system (figure 1; see abstract).

As to claim 3, Bentley teaches a method according to claim 1, wherein the assistant entity is a software-based entity with an associated knowledge base (column 7, lines 15-23, Bentley discloses...after the customer speaks to a CSR, the customer may request that the CSR transmit a copy of an updated software program to the customer computer system 18).

As to claim 6, Bentley teaches a method according to claim 1, wherein in step (a) the first endpoint entity uses an active feature of a web page served by the service system to request that a assistant entity join the session (abstract, Bentley discloses the system of the present invention allows a customer to access a company computer system via a data network and to request contact with a customer service representative. The company computer system automatically selects a customer service center and a customer service representative in accordance with a set of selection criteria).

As to claim 9, Bentley teaches a method according to any one of claims 1, wherein the service system, in setting up a communication session, creates a service-session functional entity that comprises a session instance with generic behaviour for adding and removing endpoint entities to the communication session and for recording the endpoint entities currently joined to the communication session, and an associated service instance with service-specific behaviour determining when the session instance is to add and remove endpoint entities (column 2, lines 60-62, Bentley discloses The monitor may also use the monitor computer system to add, change or delete the

various selection criteria stored in the company computer system; abstract, Bentley discloses...and then records the communication therebetween for future review by a monitor).

As to claim 10, Bentley teaches a method according to claim 1, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types, between endpoint entities joined to the communication session (column 4, lines 13-16, Bentley discloses a first CSC voice system 20 (shown as CSC.sub.-- VS.sub.-- 1 20 in FIG. 1) is preferably a switched business telephone network with multiple connected telephone lines, such as a PBX system; column 6, lines 45-49, Bentley discloses a telecommunication control device 40 is preferably a system capable of switching and routing telephone calls between multiple voice communication devices, such as the customer voice communication device 16, and voice systems, such as CSC.sub.-- VS.sub.-- 1 20, via the voice network 10).

As to claim 17, Bentley teaches a service system comprising:

a session entity for establishing communication sessions and controlling the joining of endpoint entities to each such session (column 2, lines 47-52, Bentley discloses once a customer service representative has been selected by the company computer system or by the monitor, the company computer system causes a telecommunication control device to connect the customer, the selected customer service representative, and the monitor via a voice network; see abstract);

a transport entity for establishing a transport mechanism for each session established by the session entity, the transport mechanism being arranged to allow the exchange of data across a network between endpoint entities joined to the session (column 4, lines 13-16, Bentley discloses a first CSC voice system 20 (shown as CSC.sub.-- VS.sub.-- 1 20 in FIG. 1) is preferably a switched business telephone network with multiple connected telephone lines, such as a PBX system; column 6, lines 45-49, Bentley discloses a telecommunication control device 40 is preferably a

system capable of switching and routing telephone calls between multiple voice communication devices, such as the customer voice communication device 16, and voice systems, such as CSC.sub.-- VS.sub.-- 1 20, via the voice network 10);

request-reception means operative to receive a request from a first endpoint entity already joined to a session and constituted by a party having an endpoint system connected to the network, the request being arranged for requesting the presence of an assistant entity in the session (column 2, lines 23-27, Bentley discloses a customer uses a customer computer system to access a company computer system via a data network and requests contact with a customer service representative).; and

assistant-selection means arranged to be responsive to the receipt of a said request by the request-reception means to select an appropriate assistant entity from a group of possible assistant entities taking account of the context of the existing communication session, the assistant-selection means being operative to cause the session entity to join the selected assistant entity to the session (column 2, lines 10-15, Bentley discloses the system of the present invention automatically selects, in response to a customer's request for communication, a customer service center and a customer service representative based on the customer's needs and efficiency considerations; column 2, lines 14-18, Bentley discloses the system enable a monitor to control the initiation of a communication between the selected customer service representative and the customer (i.e. by initiating the customer service representative and the customer, "the assistant entity is joining the existing session").

Bentley fails to teach explicitly the request directly or indirectly indicating the identity of the existing communication session.

However, Khouri teaches the request directly or indirectly indicating the identity of the existing session (column 2, lines 2-7, Khouri discloses the request includes an identifier associated with a web page being viewed by the user, and the identifier is transmitted to the selected agent (i.e. "indicating the identity of the existing session").

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Khouri to provide assistant-selection means arranged to be responsive to the receipt of a said request by the request-reception

means to select an appropriate assistant entity from a group of possible assistant entities taking account of the context of the existing communication session, the assistant-selection means being operative to cause the session entity to join the selected assistant entity to the session. One would be motivated to do so to allow authentication.

As to claim 18, Bentley teaches a service system according to claim 17, wherein the assistant entity is a customer service representative and associated endpoint system (abstract, Bentley discloses...the selected customer service representative may initiate data communication with the customer via the data network...; figure 1).

As to claim 19, Bentley teaches a service system according to claim 17, wherein the assistant entity is a software-based entity with an associated knowledge base (column 7, lines 15-23, Bentley discloses...after the customer speaks to a CSR, the customer may request that the CSR transmit a copy of an updated software program to the customer computer system 18...).

As to claim 21, Bentley teaches a service system comprising:

a session entity for establishing communication sessions and controlling the joining of endpoint entities to each such session (column 2, lines 47-52, Bentley discloses once a customer service representative has been selected by the company computer system or by the monitor, the company computer system causes a telecommunication control device to connect the customer, the selected customer service representative, and the monitor via a voice network; see abstract);

a transport entity for establishing a transport mechanism for each session established by the session entity, the transport mechanism being arranged for allowing the exchange of data across a network between endpoint entities joined to the session (column 4, lines 13-16, Bentley discloses a first CSC voice system 20 (shown as CSC.sub.-- VS.sub.-- 1 20 in FIG. 1) is preferably a switched business telephone network with multiple connected telephone lines, such as a PBX system; column 6,

lines 45-49, Bentley discloses a telecommunication control device 40 is preferably a system capable of switching and routing telephone calls between multiple voice communication devices, such as the customer voice communication device 16, and voice systems, such as CSC.sub.-- VS.sub.-- 1 20, via the voice network 10);

request-reception means operative to receive a request from a first endpoint entity already joined to a session and constituted by a party having an endpoint system connected to the network, the request being arranged for requesting the presence of an assistant entity in the session (column 2, lines 23-27, Bentley discloses a customer uses a customer computer system to access a company computer system via a data network and requests contact with a customer service representative).; and

assistant-selection means arranged to be responsive to the receipt of a said request by the request-reception means to select an appropriate assistant entity from a group of possible assistant entities taking account of the context of the existing communication session, the assistant-selection means being operative to cause the session entity to join the selected assistant entity to the session (column 2, lines 10-15, Bentley discloses the system of the present invention automatically selects, in response to a customer's request for communication, a customer service center and a customer service representative based on the customer's needs and efficiency considerations; column 2, lines 14-18, Bentley discloses the system enable a monitor to control the initiation of a communication between the selected customer service representative and the customer (i.e. by initiating the customer service representative and the customer, "the assistant entity is joining the existing session").

Bentley fails to teach explicitly the request directly or indirectly indicating the identity of the existing communication session.

However, Khouri teaches the request directly or indirectly indicating the identity of the existing session (column 2, lines 2-7, Khouri discloses the request includes an identifier associated with a web page being viewed by the user, and the identifier is transmitted to the selected agent (i.e. "indicating the identity of the existing session").

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Khouri to provide assistant-selection means

arranged to be responsive to the receipt of a said request by the request-reception means to select an appropriate assistant entity from a group of possible assistant entities taking account of the context of the existing communication session, the assistant-selection means being operative to cause the session entity to join the selected assistant entity to the session. One would be motivated to do so to allow authentication.

4. Claims 4, 5, 7, 8, 11-16 and 20 are rejected under 35 U.S.C. 103(a) as being unpatentable over Bentley et al. U.S. 5,914,951 in view Khouri U.S. 6,678,718, and further in view of Brown et al. U.S. 6,385,646.

Bentley teaches the invention substantially as claimed including method and system for establishing voice communications in an Internet environment.

As to claim 4, Bentley teaches a method according to claim 1, wherein the data network is the internet (column 5, lines 2-5, Bentley discloses A data network 12 is preferably the Internet, but may also be any wide area data network. For example, the data network 12 may comprise a group of local area networks (LANs)).

Bentley fails to teach the existing session has multiple parties connected to it through web browser functionality of associated endpoint systems, the service system providing follow-me page-push functionality to the party endpoint systems whereby to enable co-browsing by the parties joined to the session.

However, Brown teaches method and system for establishing vice communications in an Internet environment. Brown teaches the existing session has multiple parties connected to it through web browser functionality of associated endpoint systems, the service system providing follow-me page-push functionality to the party endpoint systems whereby to enable co-browsing by the parties joined to the session (column 9, lines 5-9, Brown discloses Database 132, which could be a single database or a set of multiple databases, contains data for selecting a call center and

determining "TAG2" Web interaction information to accompany the call; column 7, lines 34-39, Brown discloses...An example of transmitting information from agent to user involves a "page-push" operation, where the call center agent presents information in the form of a Web page to the user's Web browser. The user's browser would then display the Web page to the user).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Bateman to provide the existing session has multiple parties connected to it through web browser functionality of associated endpoint systems, the service system providing follow-me page-push functionality to the party endpoint systems whereby to enable co-browsing by the parties joined to the session. One would be motivated to do so to allow a combined marketing approach using the Web and call centers (abstract).

As to claim 5, Bentley teaches a method according to claim 4.

Bentley fails to teach the context of the existing communication session comprises the subject of a web page currently being jointly browsed by the parties joined to the session service.

However, Brown teaches wherein the context of the existing communication session comprises the subject of a web page currently being jointly browsed by the parties joined to the session service (column 3, lines 61-65, Brown teaches When an Internet user clicks a button to connect to an agent, a call is connected from the agent to the user and the agent can view the Web page that a user is viewing (as well as account data and information about the user's prior interaction with the Web page);column 14, lines 37-40, Brown discloses based on the whisper code, sending an audio message to the call center, the audio message relating to at least one of an identity of the user and details of the interactive communication session).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Bateman to provide the context of the existing communication session comprises the subject of a web page currently being jointly browsed by the parties joined to the session service. One would be motivated to do so

to allow the interactive between the customer and the agent be done quickly and efficiently.

As to claim 7, Bentley teaches a method according to any one of the preceding claims.

Bentley fails to teach the service system, in setting up a communication session, creates a service-session functional entity which in the course of joining said endpoint entity to the session, sends connection details of the transport mechanism associated with the communication session to the endpoint entity or its proxy, that endpoint entity or its proxy then using the connection details to connect itself to the transport mechanism .

However, Brown teaches the service system, in setting up a communication session, creates a service-session functional entity which in the course of joining a said endpoint entity to the session, sends connection details of the transport mechanism associated with the communication session to the endpoint entity or its proxy, that endpoint entity or its proxy then using the connection details to connect itself to the transport mechanism (column 14, lines 37-40, Brown discloses based on the whisper code, sending an audio message to the call center, the audio message relating to at least one of an identity of the user and details of the interactive communication session).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Brown to provide the service system, in setting up a communication session, creates a service-session functional entity which in the course of joining said endpoint entity to the session, sends connection details of the transport mechanism associated with the communication session to the endpoint entity or its proxy, that endpoint entity or its proxy then using the connection details to connect itself to the transport mechanism. One would be motivated to do so to allow calls to be routed to selected call centers.

As to claim 8, Bentley teaches a method according to claim 7, wherein the service-session functional entity comprises a session instance with generic behaviour for adding and removing endpoint entities to the communication session and for recording the endpoint entities currently joined to the communication session, and an associated service instance with service-specific behaviour determining when the session instance is to add and remove endpoint entities (column 2, lines 60-62, Bentley discloses The monitor may also use the monitor computer system to add, change or delete the various selection criteria stored in the company computer system; abstract, Bentley discloses...and then records the communication therebetween for future review by a monitor...).

As to claim 11, Bentley teaches a method according to claim 10.

Bentley fails to teach wherein the endpoint entities include web browser functionality and the service system provides functionality, and the transport mechanism provides channels, for at least two of the following:

text chat; follow-me page-push; packetized voice.

However, Brown teaches wherein the endpoint entities include web browser functionality and the service system provides functionality, and the transport mechanism provides channels, for at least two of the following: text chat;

follow-me page-push (column 7, lines 34-39, Brown discloses... An example of transmitting information from agent to user involves a "page-push" operation, where the call center agent presents information in the form of a Web page to the user's Web browser...);

packetized voice (column 9, lines 59-67, Brown discloses that there are many configurations for routing a call from platform 130 to call center 170 over voice network 150, which configurations could include, for example, routing the call through a local exchange carrier, or through a packet network. Similarly, there are many configurations for routing a call from platform 130 to user 100 over voice network 150. Any of these routing configurations may be utilized in placing calls to the call center and to the user in accordance with the present invention).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Brown to provide wherein the endpoint entities include web browser functionality and the service system provides functionality, and the transport mechanism provides channels, for at least two of the following:

text chat; follow-me page-push; packetized voice. One would be motivated to do so to allow a combined marketing approach using the Web and call centers (abstract).

As to claim 12, Bentley teaches a method according to claim 7, wherein the transport mechanism associated with a communication session provides multiple data transfer channels, for different media types (column 4, lines 13-16, Bentley discloses a first CSC voice system 20 (shown as CSC.sub.-- VS.sub.-- 1 20 in FIG. 1) is preferably a switched business telephone network with multiple connected telephone lines, such as a PBX system; column 6, lines 45-49, Bentley discloses a telecommunication control device 40 is preferably a system capable of switching and routing telephone calls between multiple voice communication devices, such as the customer voice communication device 16, and voice systems, such as CSC.sub.-- VS.sub.-- 1 20, via the voice network 10).

Bentley fails to teach between endpoint entities joined to the communication session, the connection details passed to said endpoint entity or its proxy comprising details of the media channels associated with the communication session, and the endpoint entity or its proxy using these details to establish corresponding media channel connections to the transport mechanism.

However, Brown teaches between endpoint entities joined to the communication session, the connection details passed to said endpoint entity or its proxy comprising details of the media channels associated with the communication session, and the endpoint entity or its proxy using these details to establish corresponding media channel connections to the transport mechanism (column14, lines 37-40, Brown discloses based on the whisper code, sending an audio message to the call center, the audio message relating to at least one of an identity of the user and details of the interactive communication session).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Brown to provide between endpoint entities joined to the communication session, the connection details passed to a said endpoint entity or its proxy comprising details of the media channels associated with the communication session, and the endpoint entity or its proxy using these details to establish corresponding media channel connections to the transport mechanism. One would be motivated to do so to allow calls to be routed to selected call centers.

As to claim 13, Bentley teaches a method according to claim 7, wherein the state of connection of said endpoint entity to the transport mechanism is signaled to the session-service functional entity by leg messages passed between a leg controller of the endpoint entity or its proxy and a corresponding leg controller of the service-session functional entity (abstract, Bentley discloses... the company computer system causes a telecommunication control device to connect the customer...; column 13, lines 1-4, Bentley discloses A system for monitoring a communication signal representative of communication between a customer and a customer service communication means...)

As to claim 14, Bentley teaches a method according to claim 7.

Bentley fails to teach the second endpoint entity or its proxy already has connection functionality for joining and participating in a communication session, the service-session functional entity of the communication session to which the endpoint entity is to be joined inviting this entity into the session by sending said connection details to the connection functionality of the entity or its proxy.

However, Brown teaches teach the second endpoint entity or its proxy already has connection functionality for joining and participating in a communication session, the service-session functional entity of the communication session to which the endpoint entity is to be joined inviting this entity into the session by sending said connection details to the connection functionality of the entity or its proxy (column14, lines 37-40, Brown discloses based on the whisper code, sending an audio message to

the call center, the audio message relating to at least one of an identity of the user and details of the interactive communication session).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Brown to provide the second endpoint entity or its proxy already has connection functionality for joining and participating in a communication session, the service-session functional entity of the communication session to which the endpoint entity is to be joined inviting this entity into the session by sending said connection details to the connection functionality of the entity or its proxy. One would be motivated to do so to allow calls to be routed to selected call centers.

As to claim 15, Bentley teaches a method according to claim 7.

Bentley fails to teach the service-session functional entity, in joining the first endpoint entity into the communication session, sends the latter both connection functionality for joining and participating in a communication session, and said connection details.

However, Brown teaches the service-session functional entity, in joining the first endpoint entity into the communication session, sends the latter both connection functionality for joining and participating in a communication session, and said connection details (column14, lines 37-40, Brown discloses based on the whisper code, sending an audio message to the call center, the audio message relating to at least one of an identity of the user and details of the interactive communication session).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Brown to provide the service-session functional entity, in joining the first endpoint entity into the communication session, sends the latter both connection functionality for joining and participating in a communication session, and said connection details. One would be motivated to do so to allow calls to be routed to selected call centers.

As to claim 16, Bentley teaches a method according to claim 15.

Bentley fails to teach the connection details and functionality are sent in association with a web page served by the service system.

However, Brown teaches the connection details and functionality are sent in association with a web page served by the service system (column 3, lines 61-65, Brown teaches When an Internet user clicks a button to connect to an agent, a call is connected from the agent to the user and the agent can view the Web page that a user is viewing (as well as account data and information about the user's prior interaction with the Web page); column 14, lines 37-40, Brown discloses based on the whisper code, sending an audio message to the call center, the audio message relating to at least one of an identity of the user and details of the interactive communication session).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Brown to provide the connection details and functionality are sent in association with a web page served by the service system. One would be motivated to do so to allow calls to be routed to selected call centers.

As to claim 20, Bentley teaches a service system according to claim 17, wherein the network is the Internet (column 5, lines 2-5, Bentley discloses A data network 12 is preferably the Internet, but may also be any wide area data network. For example, the data network 12 may comprise a group of local area networks (LANs)).

Bentley fails to teach the service system providing follow-me page-push functionality to the party endpoint systems whereby to enable co-browsing by the parties joined to the session.

However, Brown teaches the service system providing follow-me page-push functionality to the party endpoint systems whereby to enable co-browsing by the parties joined to the session (column 9, lines 5-9, Brown discloses Database 132, which could be a single database or a set of multiple databases, contains data for selecting a call center and determining "TAG2" Web interaction information to accompany the call; column 7, lines 34-39, Brown discloses...An example of

transmitting information from agent to user involves a "page-push" operation, where the call center agent presents information in the form of a Web page to the user's Web browser. The user's browser would then display the Web page to the user).

It would have been obvious to one of ordinary skill in the art at the time of the invention to modify Bentley in view of Brown to provide the service system providing follow-me page-push functionality to the party endpoint systems whereby to enable co-browsing by the parties joined to the session. One would be motivated to do so to allow a combined marketing approach using the Web and call centers (abstract).

5. Response to Arguments

Applicant's arguments filed April 13, 2005 have been fully considered but they are not persuasive.

(A) As to claims 1, 17 and 21, applicant argues that Bentley fails to discloses that the request sent by a first endpoint entity to a service system indicates the identity of an existing session as set forth in Applicants' claims 1, 17 and 21.

In regards to point (A), examiner respectfully disagrees.

However, Khouri teaches the request directly or indirectly indicating the identity of the existing session (column 2, lines 2-7, Khouri discloses the request includes an identifier associated with a web page being viewed by the user, and the identifier is transmitted to the selected agent (i.e. "indicating the identity of the existing session").

(B) As to claims 1, 17 and 21, applicant argues that Bentley does not discloses the joining of a customer service representative to an existing session involving the customer.

In regards to point (B), examiner respectfully disagrees.

Column 2, lines 14-18, Bentley discloses the system enable a monitor to control the initiation of a communication between the selected customer service representative and the customer (i.e. by initiating the customer service representative and the customer, "the assistant entity is joining the existing session")).

In addition, on column 2, lines 5-8, Khouri discloses after the agent (i.e. "assistant entity"), the system then establishes a connection between the user and the agent (i.e. with this connection, it is inherent that "the selected assistant entity is joined to the existing sessions")

6. Conclusion

Applicant's amendment necessitated the new ground(s) of rejection presented in this Office action. Accordingly, **THIS ACTION IS MADE FINAL**. See MPEP § 706.07(a). Applicant is reminded of the extension of time policy as set forth in 37 CFR 1.136(a).

A shortened statutory period for reply to this final action is set to expire THREE MONTHS from the mailing date of this action. In the event a first reply is filed within TWO MONTHS of the mailing date of this final action and the advisory action is not mailed until after the end of the THREE-MONTH shortened statutory period, then the shortened statutory period will expire on the date the advisory action is mailed, and any extension fee pursuant to 37 CFR 1.136(a) will be calculated from the mailing date of the advisory action. In no event, however, will the statutory period for reply expire later than SIX MONTHS from the date of this final action.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to El Hadji M Sall whose telephone number is 571-272-4010. The examiner can normally be reached on 8:00-4:30.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ario Etienne can be reached on 571-272-4001. The fax phone number for the organization where this application or proceeding is assigned is 571-273-4010.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see http://pair-direct.uspto.gov. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

El Hadji Sall
Patent Examiner
Art Unit: 2157

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SUPERVISORY PATENT EXAMINER
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